

**UNIVERSITI TEKNOLOGI MARA**

**A STUDY OF MOTIVATIONAL  
FACTORS AND PUBLIC SERVICE  
EMPLOYEES' JOB PERFORMANCE  
IN KUCHING, SARAWAK**

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Dissertation submitted in fulfillment of the requirements  
for the degree of  
**Executive Master of Administrative Science**

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## **AUTHOR'S DECLARATION**

I declare that the work in this dissertation was carried out in accordance with the regulations of Universiti Teknologi MARA. It is original and is the results of my own work, unless otherwise indicated or acknowledged as referenced work. This dissertation has not been submitted to any other academic institution or non-academic institution for any degree or qualification.

I, hereby, acknowledge that I have been supplied with the Academic Rules and Regulations for Post Graduate, Universiti Teknologi MARA, regulating the conduct of my study and research.

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## **ABSTRACT**

The civil service is a noteworthy piece of the modern government. It carries out of the activities that influence numerous parts of citizen's lives. In this manner, the society's or public desire toward the public servant in connection with their execution is very high or above average. Since many scholars believe that there is still lack of study regarding motivation factor and public service employees' job performance, thus the purpose of this research is to discover the factors that determine public servant job performance. On the other hand, the study also to describe the most significant motivation factor(s) on public service employees job performance. The independent variables involved in this research are pay, reward and recognition and work environment while the dependent variable is motivation factor and employees' job performance. A total of 12 participants among civil servants in public sector within Kuching were participated in the study. Those participants were from federal government and local government. The result found the majority of the participants agreed that pay (ten (10) out of twelve (12) participants said Yes), reward and recognition (eleven (11) out of twelve (12) participant said Yes) and work environment ( twelve (12) participant said Yes) that determines public servant job performance. As for most significant factor (s), majority of the participants stated that pays and reward and recognition as the most significant motivation factor(s) on public service employees' job performance. The main contribution of this research is that it has covering motivation factor and public service employees' job performance and it focusing more on the Malaysian public sector specifically within Kuching. In addition, the findings may give potential inputs and an insight to organization's to adopt. Apart from that, it reveals what is the most significant motivation factor(s) on public service employees' job performance. Suggestions for future research were also provided in this research.

**Keywords:** Motivation Factor, Pay, Reward and Recognition, Work Environment, Job Performance.

# **CHAPTER 1**

## **INTRODUCTION**

### **1.0 INTRODUCTION**

The civil service is a noteworthy part of the modern government. It does exercises that influence numerous parts of citizen's life. Hence, the public's anticipation toward the public servants in relation to their performance is very high or beyond than expected. Missing the mark would show ineffectiveness or lack of efficiency. Therefore, Prime Minister Najib Razak expressed that he wishes the public servant to concentrate on the conveyance for the affluence and welfare of the publics. Which, this implied public servants need to actualize programs, projects, services and measures that had been worked out for the people and furthermore for the nation (Bernama, 9th January 2017). As indicated by statistics report, Malaysia has most bloated public servant in the world (Borneo Post, 1st February 2017) and there was a great deal program to guarantee that public servant on track to give service conveyance and their job performance dependably to meets government standard or conditions. Furthermore, government additionally want to ensure there were did no sacks in public servant attitudes or behavior that could give bad reputations as they are images of the government.

It was accounted for that Malaysia has the highest number of a public servant in the world with one public servant in each 19.37 publics showing that the public servant is expansive in respect to the country population. Commented on the issue, Second Finance Minister Datuk Johari Abdul Ghani said that bloated public servant of 1.6 million has made the government to spending arise every year, led to the continuous drop in revenue. Clarifying further, the minister said the ratio is one government worker to 19.37 publics in view of the country present population of 31 million people. In contrast, the extent of government employees to the national population in other countries, for example, Singapore is 1 to 71.4 individuals, Indonesia 1:110; Korea 1:50, China 1:108, Japan 1:28,